



Contact your Organization MMS Representative if you have any questions.

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Visit the MSFC ISO 9000 Home Page at:
<http://iso9000.msfc.nasa.gov:9001/index.html>

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Marshall Management System Maintenance Guide

Marshall Management System (MMS)

The MMS is the system that implements NASA and MSFC policy and procedures. The MMS is registered to ISO 9001 and AS 9100.

MSFC Quality Policy

MSFC policy is to provide quality products and services to our customers through the Marshall values: people, customers, excellence, teamwork and innovation.

Quality Objectives

Quality objectives are developed based on the MSFC quality policy and should be measurable. Quality objectives, including those needed to meet requirements for product, are established at relevant functions and levels within the organization.

Additional objectives used to assess the health of the MMS and to identify opportunities for improvement include:

- Create a safe and healthy environment
- Satisfy our customers with our products and services
- Provide a continuously learning workforce
- Improve corrective action response time
- Continually improve our processes

Marshall Integrated Document Library (MIDL)

- NASA Standards and Procedures
- MSFC Standards and Procedures
- Organizational Issuances
- Program/Project Documents
- Charters
- NASA & MSFC Forms

Registered to ISO 9001:2000 and AS 9100

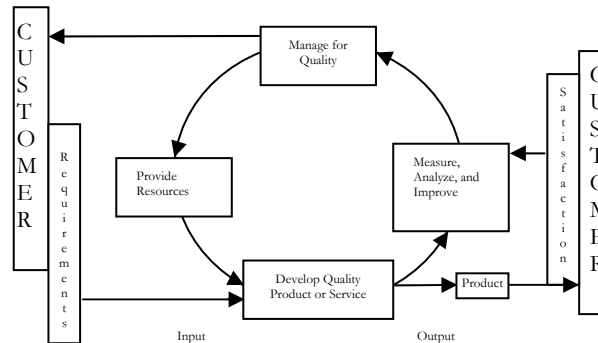
The requirements of ISO 9001:2000 and AS 9100 have been implemented through the Marshall Management System (MMS). The documentation of the MMS can be located in the Marshall Integrated Document Library (MIDL).

The MMS is how we do business at MSFC.

There are 8 clauses of the ISO 9000:2000 and AS 9100 standard which are based on a process approach:

- 1 Scope
- 2 Normative References
- 3 Definitions
- 4 Quality Management System
- 5 Management Responsibility
- 6 Resource Management
- 7 Product Realization
- 8 Measurement, Analysis and Improvement

MMS Process Model



EACH EMPLOYEE SHOULD:

- Know MSFC's Quality Policy.
- Know your MMS Management Representative
- Know your job responsibilities.
- Know what work instructions apply to your job and where they are located.
- Know how to access the Marshall Integrated Document Library (MIDL)
- Know what to do if you find products or services that are nonconforming and how to use the corrective action system.
- Know what records are required in your job and where they are kept
- Know who your MMS Organization representative is and contact them if you have any question on the MMS.
- Know the quality objectives and metrics related to your job
- Know how our processes are continually improved
- Know your customer and how to provide customer feedback to MSFC Management
- Be prepared for Internal and External Audits

Marshall Values

People:

- We recognize that the people who work here are “most important” – and are our greatest strength.
- We create a safe and healthy environment.
- We encourage balance between personal and professional life.
- We enable personal and professional growth.
- We commit ourselves to the highest standards of integrity and ethical behavior.
- /we reward and celebrate our accomplishments.
- We recognize individual and cultural differences and treat each other with dignity and respect.

Customers:

- We are accountable to our customers and are committed to their satisfaction.
- Our customers can depend on us to deliver quality products and services.

Excellence:

- We pursue excellence in our people and in everything we do.
- We promote continual learning and improvement.
- We hold one another accountable for doing what we commit to do.

Teamwork:

- We are a unified and interdependent team.
- We cooperate, communicate openly, and share ideas with each other for the common good.
- We seek and enable partnerships with other NASA Centers, other agencies, academia, industry, and our local and global communities.

Innovation:

- We promote innovation and creativity.
- We seek different ideas and perspectives.
- We are committed to making a significant difference.
- We are willing to accept well-assessed, selected risks in the pursuit of our goals – but never at the expense of safety.